

## Customer Service Report for SCB

For the period: Saturday, December 01, 2007 12:00:00 AM to Monday, December 31, 2007  
11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	SCB	Web	Other	DCS	SCB	Other	DCS	SCB	Other	To Close
<b>Application Support</b>											
Specialized Application	1	0	0	0	0	0	0	0	1	0	12
<b>Back Office Support</b>											
File Hosting	1	0	0	0	0	1	0	0	0	0	0
<b>CIT Categories</b>											
Web Site Issue	1	0	0	0	0	0	0	0	1	0	20
<b>Helix Support</b>											
Apps/Other	1	0	0	0	0	0	0	0	1	0	4
Info/Biowulf	3	0	0	0	0	0	0	0	3	0	4
Printing	1	0	0	0	0	1	0	0	0	0	0
<b>Grand Total:</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>6</b>

Total Tickets Closed:	6
Total Tickets Assigned/Pending/Checked Out:	2
Total Tickets Created:	8